



Royal Mail Tracked Reporting

How to create your Customer Contract Profile Report

RM Tracked Reporting – How to create your Customer Contract Profile Report

As a Royal Mail Tracked customer, you have access to a Tracked Reporting tool via your OBA account, which provides you with a range of enhanced reports.

It allows you to view detailed management reports, as well as your Royal Mail Tracked parcel activity.

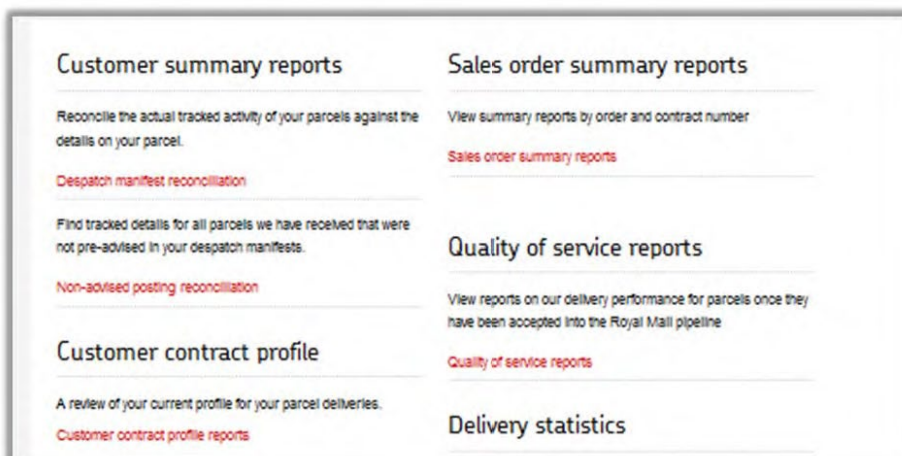
Logging in via OBA

You can view your reports via your OBA account which is accessed on www.royalmail.com.

- Scroll down & click on 'Royal Mail Tracked and Tracked Returns Reporting Tool'.
- Log in with your username & password.

To access your Customer contract profile, scroll down on the dashboard page and press the 'Customer contract profile reports' link.

This report allows you to keep an eye on your profile so that there aren't any surprises when it comes to reviews.



By account, you can see your average sizes and weights and proportion of traffic to the Mainland, Highlands and Islands.

Simply select a data range for your report and then press the View Report button.

The average weight and size are taken from your pre-advice unless you are a high volume customer and your parcels are processed through a volumetric scanner.

We also undertake sampling to support your quarterly profile review. This sampling data will not appear here.

The screenshot shows the 'Customer contract profile' page with a navigation bar and a table of data.

Customer account number: 0178002001 - UK ROYAL MAIL

From: 2 Sep 2015 To: 18 Sep 2015

View Report

Average Measured Size (lit)	Average Measured Weight (kg)	Contract Number	Percent Volume To Zone1	Percent Volume To Zone2	Percent Volume To Zone3	Total Items
0.0083561	0.675766	524017TL	91.10	0.43	2.70	232079
0.0064156	0.775897	534702TN	92.41	0.51	2.05	16960